

# Member Success Story



Case manager's initials	DN
Date story submitted	10/17/14
Date release sent to member	10/17/14
Date release received by leadership	11/05/14

## Stroke victim gains hope in her recovery and inspires other

This 50-year-old member enrolled with the Blue Cross Complete Healthy Michigan Plan on 6/01/2014. She was opened to case management in August. The member had a stroke with right-sided arm and leg weakness at the end of July, and has a history of high blood pressure, migraines, eczema, anxiety, fibromyalgia, and inner ear problems.

The Blue Cross Complete nurse case manager called the member on a weekly basis to discuss the rehabilitation process after a stroke. The case manager educated her on ambulation, daily activity safety, and new medications. She also encouraged the member to set short-term goals and celebrate their completion. The case manager also helped the member set up an appointment to get an ankle foot orthotic to support her knee.

The member is now ambulating with a four-pronged cane. She is going to occupational therapy and physical therapy twice a week. The physical therapist is working on balancing and mobility. The occupational therapist is working with her on right shoulder exercises and fine motor skills like writing and grasping. For one activity, the occupational therapist had her cut vegetables and make a grilled cheese sandwich. The member was excited to report that it was "the best sandwich ever."

The member is now completing household duties on her own, including laundry and cooking. She is washing, drying, and folding per the occupational therapist's instructions.

The case manager encouraged the member to keep working hard and acknowledged her accomplishments. The member is now considering speaking to a college class and at the rehabilitation facility where she received treatment. With the education she received from her Blue Cross Complete case manager and her therapists, the member wants to share this knowledge with others to prevent strokes. The case manager told the member that this was a great idea not only for the students and other patients, but also for herself. The case member noted, "She will be able to see how far she has come, and it will help build up her confidence and self-esteem.

The member completed the Health Risk Assessment with her primary care physician, and will be receiving an incentive. She currently receives calls from case management on a monthly basis. She has completed outpatient therapy, and is following up with her physical medicine and rehabilitation doctor every three months. The member has changed her eating habits and is going to the gym every week with her sister. Furthermore, she has stopped smoking. Her new goal is to get back to driving. If the member continues to do well and doesn't have any other needs, she will be closed to case management next month.

# Member Success Story



Case manager's initials	DN
Date story submitted	10/01/2014
Date release sent to member	8/08/2014
Date release received by leadership	10/01/2014

## Father of the Year

This 40-year-old Blue Cross Complete Healthy Michigan Plan member was referred for medical case management by the Rapid Response and Outreach team. He has a history of hypertension, diabetes, and heart failure, and needed assistance in better understanding his health conditions and medications. The member had been diagnosed with heart failure over a year ago, and didn't really understand the diagnosis or how to treat it. He was excited for case management services because his goal was to get his health under control and return to work.

During their first phone call, the member told the nurse case manager that Blue Cross Complete made him "feel like a king". He said she was the third person from Blue Cross Complete to contact him about his health conditions. He said everyone had been "nice and attentive", and seemed to genuinely care about him.

In addition to providing health education, the case manager helped the member find a new primary care physician. She sent him information on heart failure as well as

referrals to dental and vision providers. The case manager also informed him about Blue Cross Complete benefits like transportation and the 24-hour nurse line.

The member created a folder where he kept all of his health information. He tracked his appointments, and stored visit summaries from his primary care doctor as well as educational materials on heart failure. He also pasted labels from his medication bottles to keep track of his prescriptions and any changes to his medication regimen. The member began to actively participate in physical therapy, and through lifestyle changes, was able to lose 75 pounds.

Since engaging in case management and making healthy changes, the member now had the energy to be more involved with his children's school. He started volunteering at the school on a regularly basis, and was awarded "Father of the Year" for his contributions.

The member is still enrolled with case management and continues to thrive. He makes regular follow up appointments with his physicians, and is currently working on smoking cessation. He also completed his Health Risk Assessment and received an incentive for doing so.

